

These metrics show our performance for the period of 1 January to 31 March 2022

## Results



**100%**

**Target: 100%**

100% of our properties will meet the Decent Homes Standard.



**99.87%**

**Target: 99.75%**

When you report your repair, we'll complete it in the following times: 24 hours for emergency repairs



**95.93%**

**Target: 96.00%**

When you report your repair, we'll complete it in the following times: 20 days for non-emergency repairs.



**100%**

**Target: 100%**

100% of blocks of flats with communal doors will have a current and up to date Fire Risk Assessment.



**99.51%**

**Target: 100%**

We'll ensure our homes are kept safe by successfully checking all gas appliances in your home once a year.

22871 of our homes require an annual gas service. 113 had not been serviced in the last 12 months. This is primarily a result of customers not allowing access, which is a requirement of their tenancy agreement. Our teams are working hard to get into these as soon as possible.



**100%**

**Target: 100%**

We'll visit all of our schemes and estates on at least a quarterly basis, and where relevant, will invite residents, local authorities, police and other parties to attend.



**74.7%**

**Target: 75%**

If you make a complaint, we'll acknowledge it within one working day, and we aim to resolve 75% at first point of contact at Stage 0.



**70.3%\***

**Target: 84%**

We'll keep you informed of the progress of your getting into your home from offer stage to the beginning of your tenancy.

\* of customers were Very/Fairly Satisfied with how they were kept informed



**100%\***

**Target: 100%**

We'll provide all customers with clear and appropriate information in relation to their new home, including legal obligations relating to their tenancy.

\* of customers in Q4



**74 seconds**

**Target: 100 seconds**

We'll answer calls to our emergency 'out of hours' telephone service within 100 seconds.



**316 seconds**

**Target: 100 seconds**

We'll answer calls into to our Customer Relationship Team via the Freephone service within 100 seconds, Monday to Friday 8am to 6pm.